



Attorney Docket No.: 36992.00083

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Examiner: Kyung H. Shin

Takeshi ISHIZAKI *et al.*

Appl. No.: 09/964,129

Art Unit: 2143

Filed: September 25, 2001

Title: INTEGRATED SERVICE MANAGEMENT SYSTEM

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT PURSUANT TO  
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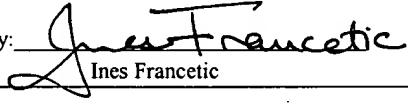
Respectfully submitted,

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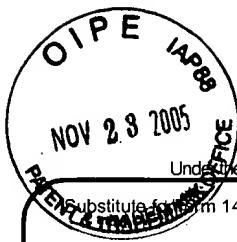
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*(Use as many sheets as necessary)*

Sheet

1 of 2

<i>Complete if Known</i>	
Application Number	09/964,129
Filing Date	September 25, 2001
First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Kyung H. Shin
Attorney Docket Number	36992.00083

## **U.S. PATENT DOCUMENTS**

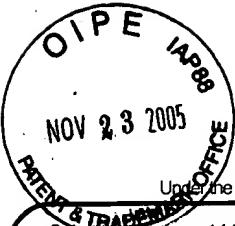
## **FOREIGN PATENT DOCUMENTS**

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Sheet	2	of	2	Attorney Docket Number	36992.00083
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### **Complete if Known**

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First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Kyung H. Shin

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	O	JEFFREY C. PWU, "Office Action," November 3, 2005, 4 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	P	JEFFREY C. PWU, Advisory Action, August 1, 2005, 2 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	Q	THOMAS J. MAURO, JR., Office Action, March 14, 2005, 18 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	R	THOMAS J. MAURO, JR., Office Action, August 23, 2004, 22 pages, U.S. Patent Application No. 09/841,710, filed April 24, 2001, U.S. Patent Office, United States.	
	S	PHILIP J. CHEA, "Office Action," May 5, 2005, 11 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	
	T	PHILIP J. CHEA, "Office Action," December 21, 2004, 5 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	

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